



## MaineCare Provider New Enrollments & Maintenance Cases Frequently Missed Information

When enrolling as a new MaineCare provider or updating a maintenance case if you are already enrolled, it is important to verify that all information in your enrollment or maintenance case is complete and accurate. By doing so, you will help prevent delays in completing your case.

If there is incomplete or missing information, MaineCare will return a provider's enrollment or maintenance case for Needing More Information (NMI). If you receive an NMI and do not understand a question, please contact Provider Enrollment 1-866-690-5585, Option 2, TTY 711.

### Common reasons for NMI

- **Matching Medicare enrollment**

If you are enrolled with Medicare, please be sure that all items in your MaineCare enrollment match your Medicare enrollment exactly. Specifically, list board members and service locations the same way in both systems.

- **Service locations**

- ✓ Ensure the address is complete and accurate.
- ✓ Answer all questions for programs such as Medicare, Primary Care Case Management (PCCM), and 340B Rebate.

- **Board members**

Check the Social Security Numbers (SSN) and Dates of Birth (DOB) of board members. Cases are returned often because this information is inaccurate.

- **Rendering providers**

- ✓ Check and confirm accuracy of rendering providers' SSNs DOBs.
- ✓ Ensure the rendering provider's last name is accurate. MaineCare will validate the legal last name against the NPI Registry and if there is a mismatch, the case will be returned to the Health PAS Online Portal for you to make corrections.
- ✓ Answer program questions under the Provider Type/Specialty section.
- ✓ Enter ALL appropriate licensure information accurately. Often the rendering provider's license number is missing a digit or is transposed.

**Providers should verify that they have completed all required documentation including, but not limited to:**

- **The Provider Agreement**

- ✓ Always download the Provider Agreement after you have made all data entries into your case via the Health PAS Online Portal. If you download the Provider Agreement before you have finished the data entry, it will not capture the changes, and your case will be returned for you to update.
- ✓ Always sign and date your Provider Agreement.

- **Electronic Funds Transfer (EFT)**

All providers are required to enroll in EFT when enrolling with MaineCare, which requires two pieces of documentation, described below. Make sure you enter all information completely and accurately.

- ✓ The information from the bank letter or voided check must match the information you enter on the EFT form. Be sure to complete the required information on the three-page EFT form.
- ✓ Use the [Vendor Form](#) found on the Health PAS Online Portal. Please be sure you are using the most current form. Forms from other websites may be outdated, and will be returned.

- **Surety Bond**

If you are a Home Health Agency (HHA) or Durable Medical Equipment (DME) supplier and required to have a surety bond, please submit it with your enrollment or maintenance case.

The complete [Enrollment and Revalidation Checklist](#) can be found located on our Health PAS Online Portal to help guide the enrollment process. Please direct any questions to MaineCare's Provider Enrollment at 1-866-690-5585, Option 2, TTY 711